



James City County Purchasing Office
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**JAMES CITY COUNTY, VIRGINIA
REQUEST FOR INFORMATION No. 16-8675**

Title:	Third Party E-Payment System
Issue Date:	January 7, 2016
Due Date:	January 28, 2016; Responses to be received in the Purchasing Office <u>no later</u> than 2:00 pm
Submit:	Original and Five (5) copies
Inquiries:	Kitty Hall, VCO Purchasing Director T: (757) 253-6644/6646

This public body does not discriminate against faith-based organizations.

PROPRIETARY INFORMATION YES () NO ()

Trade secrets or proprietary information is hereby submitted and identified. Reasons for protection and exclusion from the Virginia Freedom of Information Act (2.2 et seq.) is set forth below.
(Additional sheet may be added if necessary.)

Firm Name: _____

State Corporation Commission No. #: _____

Address: _____

City/State/Zip: _____

Telephone: _____ FAX: _____

Email: _____

Print Name: _____ Title: _____

Signature _____ Date _____

I. PURPOSE

James City County, Virginia (“the County”) is requesting information from interested parties for a Third Party E-Payment System that would serve the Treasurer’s Office in the County and will allow citizens of the County to pay for taxes and/or fees owed to the locality. Although the Treasurer’s Office would serve as the main repository for payments collected, the software would need to demonstrate capability to establish cohesive links and access for all divisions to share payment information and data to support their respective roles within the county.

The Treasurer’s Office is seeking alternatives to an in-house e-payment system to automate the deposit of payments made by citizens as well as the posting of these payments to account records within their current collections software. The preferred software package should:

- a) provide citizens payment options including but not limited to:
 - a. credit card payments online
 - b. credit card payments by telephone
 - c. e-check payments
 - d. payments by text
 - e. ability to manage recurring payments
 - f. payments made at mobile sites through a mobile payment option
 - i. example: County event where parking fee is charged. Need ability to accept payments in a “parking lot”.
- b) provide account information through secure access by taxpayer, including but not limited to:
 - a. copies of bills due
 - b. balances due, updated daily
 - c. information about previous payments made
 - d. interest calculations based on a future payment date
- c) provide a daily file to import into current collections system for immediate posting of all payments received the previous day
- d) provide reporting for staff use to:
 - a. balance specific citizen accounts
 - b. balance daily deposit totals
 - c. reconcile monthly bank statements
 - d. report on each in-house user’s activity
 - e. request new reports as needed
- e) provide options on how transaction fees will be paid (passed on to citizens or paid by the locality)
- f) provide ability to allow collections for fees other than taxes in the future, including but not limited to:
 - a. parks and recreation fees
 - b. parking ticket fines
 - c. ordinance violation fines
 - d. police report fees
 - e. HR/background check fees
- g) provide unlimited number of users with various security levels
- h) provide excellent customer service both during implementation and throughout the life of the contract

The initial system module would be implemented specifically for the Treasurer’s Office. Subsequent phases could be added/integrated for the various payment types listed in item **f** above. Additionally, the County requires the software to be flexible and allow the everyday user to customize/create new reports.

II. BACKGROUND

James City County is a full-service local government located near historic Williamsburg, Virginia. It is a growing, urbanizing community of 141 square miles with an estimated population of 70,000. James City County is committed to serving the needs of its citizens, and the public at large.

James City County is seeking information for a Third Party E-Payment system in support of the Treasurer’s Mission. The County seeks to provide a solution that will meet the organizational, functional and technical needs of the department, as well as offer capability to integrate other county departments’ payment information.

III. RESPONSES

Interested parties are invited to respond to this RFI by submitting a response to the County. Responses should include ideas, information and recommendations that could result in a clarification of the requirements, cost-saving opportunities, and the identification of potential problem areas with this initiative.

Any qualified firm interested in providing services, should prepare information in compliance with the specifications described in this RFI.

Respondents should include in their response detail concerning their product availability containing all/some or none of the following:

- 1) Features demonstrating accessibility to multiple platforms; (mobile devices, apps, etc.).
- 2) Features demonstrating the ability for system to expand and integrate with existing systems.
- 3) Features demonstrating ability of system to input program information into for tracking, reporting, and data sharing purposes.
- 4) Features demonstrating system flexibility, security and compatibility

Respondents are requested to provide a concise and focused response to this RFI. Responses are requested in the following format:

- a) Brief company profile.
- b) Name of a key contact person, including telephone number, fax number and email address
- c) Best estimated price range to provide software and services
- d) Time frame to install and implement
- e) Other information specific to the nature of this RFI and deemed important by the respondent

In the event that sufficient information is received, the County may, but is not required to, issue a competitive solicitation. This RFI is not a competitive solicitation and no contract award shall result. This RFI will not be used to evaluate, rank or select vendors, nor will it be used to pre-qualify or screen vendors for a subsequent competitive solicitation process, if any. If a subsequent competitive solicitation is issued, the County is under no obligation to advise any firm responding to this RFI. Vendors are advised to monitor the County's website (www.jamescitycountyva.gov) for any such opportunities, which will be open to all vendors regardless of whether or not a response to this RFI has been submitted.

The County will not pay for the preparation of any information submitted or for use of that information. The County reserves the right to utilize any information submitted in its best interest without any obligation, liability, or consideration on the part of the County.

Ownership of all data, materials and documentation originated and prepared for the County pursuant to this RFI shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a firm shall not be publicly disclosed under the Virginia Freedom of Information Act; however, the firm shall invoke the protection of this section prior to or upon submission of the data or other materials and must identify the data or other materials to be protected and state the reasons why protection is necessary. Disposition of the proprietary materials after the RFIs are reviewed should be stated by the firm. Firms should indicate on the **Cover Sheet** the portions of their response that are proprietary and return the signed Cover Sheet with their submission. Please list the page number(s) and reason(s).